

## Questions and Answers regarding Courtyard and Riverside Partnership

23 September 2016

### **Q1: Why are the two practices coming together?**

*A: In England, General Practice is under significant pressure owing to a range of factors including increased longevity amongst the general population, a greater number of patients with long term conditions and fewer doctors choosing to work in general practice. So in order to maintain our ability to deliver high quality care for all our patients, we know we need to look at different ways of working which will make us more resilient in meeting these challenges both now and in the future. Working together in partnership will also allow us to offer more services to our patients closer to where they live. We therefore believe the creation of the partnership provides us with an opportunity to provide enhanced high quality healthcare for all our patients.*

### **Q2: Will I have to see a different doctor?**

*A: No, you will continue with your named doctor at your surgery.*

### **Q3: Will I have to go to a different surgery?**

*A: You will continue to be able to see your doctor at your surgery. However, if you need an urgent appointment and there are none free at your surgery, you may be offered the choice of seeing a doctor at the other surgery.*

### **Q4: Will there be any changes in the way I make an appointment to see a doctor?**

*A: No. You will call your surgery and arrange an appointment, just as you do now.*

### **Q5: Will the creation of the partnership make it easier for me to get an appointment?**

*A: We hope that the partnership will mean that you are able to see your GP sooner as it will provide us with more appointments across both surgeries.*

### **Q6: How will one surgery know whether the other one has free appointments? Will they be linked by computer? Does this mean I will have to wait for a call back?**

*A: Appointments will be linked between surgeries and the Reception team will have the ability to offer appointments at the other site when there is capacity.*

### **Q7: What are the additional services you expect the partnership to offer?**

*A: From the outset we will be able to offer Dermatology that is currently provided at Courtyard surgery and they also have an Ear Nose and Throat (ENT) specialist GP starting in October. We will be looking to add to the services we offer in the future.*

### **Q8: How will I access the additional specialist services you have described?**

*A: Your doctor or practice nurse will make sure you have access to any services that are relevant to you. As new services are introduced if they are relevant to your condition you may receive an invitation to attend the surgery.*

**Q9: Will my patient records be shared across both surgeries?**

*A: As is the case now, the only people who are allowed to access your patient records are those healthcare professionals involved in delivering your care. The healthcare team providing your care will now extend to both surgeries. This will ensure the care you receive will be the most appropriate and of the highest standard.*

**Q10: I'm not currently registered at your surgeries; can I still register?**

*A: Yes, if you live in the area within the practice boundary (The Partnership boundary covers all of Horsham, Broadbridge Heath, Mannings Heath and Faygate) then you can register. Just call or drop in and we can arrange to get you registered. Please bring photographic ID and proof of address - for more details see <http://www.courtyardsurgery.com/new-patients.aspx> or <http://www.riversidesurgeryhorsham.co.uk/registering.shtml>. You can find out more information about the practice boundaries at reception or on the surgery websites.*

**Q11: As a result of the creation of the partnership are there any plans for the surgeries to have extended opening hours?**

*A: The surgeries already have extended opening hours: Courtyard is open on Saturday mornings and Riverside on Monday evening.*

**Q12: Are there any plans to introduce an on-site pharmacy at one of the partnership practices?**

*A: Current government policy prohibits us having an active pharmacy dispensary at the surgery. Therefore, we are not planning to introduce an on-site pharmacy but would look at the possibilities of welcoming a pharmacist as part of our healthcare team.*

**Q13: What is the situation with regard to parking at the partnership practices?**

*A: There is a small car park available at the Riverside site. At the Courtyard site we do not have parking for patients, however there are two council run car parks available in very short walking distance: North Parade 72 Spaces (3 Disabled), and London Road 36 Spaces. Both currently charge £1.00/Hour.*

**Q14: Will there be staff losses?**

*A: NO - there are no planned staff losses at either site. We are working together to secure the future of our surgeries and enhance the range of services offered to our patients. Our staff are our most valued resource and are responsible for the good quality care that patients from both surgeries enjoy (see Friends and Family feedback). All staff are being retained.*